

SAN BERNARDINO COUNTY

Human Services



APPEALS UNIT - PID
606 East Mill Street • San Bernardino, CA 92415-0621
Mailing Address • P.O. Box 1409 • San Bernardino, CA 92402

TDD: Telephone Services for the Hearing Impaired
(909) 386-9780

Linda Haugan
Assistant County Administrator

February 1, 2008

FEB 06 2008

California Department of Social Services
Civil Rights Bureau
744 P St., MS 6-70
Sacramento, CA 95814

Re: 2007 Civil Rights Review

Dear Mr. Lopez:

San Bernardino County received the Civil Rights Compliance Review Report on December 4, 2007 from the review conducted in September 2007. The following outlines the planned corrective action to address each area of Corrective Action cited in the report:

III. Dissemination of Information (MPP 21-107)

Corrective Action: "Current versions of required pamphlets must replace the obsolete material found to be in use. Notification went to all district offices in early November 2007, advising to replace all PUB 13s in use with the appropriate current version. Additionally, office assistant staff will be accessing the CDSS website every 6 months to ensure the most current version of all translations is being utilized.

IV. Facility Accessibility for Individuals with Disabilities (Title 24 CCR & ADAAG)

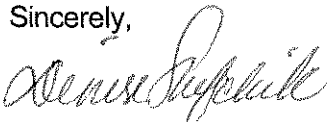
Corrective Actions: A list of deficiencies is stated in the report. The identified signs have been ordered and should be received and installed within the next 2 weeks. A temporary reception table has been set up in the Colton TAD office to provide initial service by reception to those requiring a lower counter. Facilities will develop and implement a permanent solution within 90 days. For all other findings and Corrective Actions for the five facilities, the Administrative Support Division will contact the landlords of the facilities for a plan to correct the deficiencies to be submitted within 30 days and for all corrections to be completed within 90 days.

V. Provision of Services to Applicants and Recipients Who Are Non-English Speaking or Who Have Disabilities (MPP 21-115)

Corrective Actions: "San Bernardino County HS must use and provide translated material in the clients' primary languages when translated by CDSS. Written instruction regarding the use of translated materials is currently documented in Handbooks for each program. Notification will be sent to all staff within the next 30 days reminding them of the requirement to offer and utilize translated materials provided by CDSS. The reminder will include where to locate written instructions for the appropriate use of translated materials as well as where to locate the translated material. Additionally, counties are currently working with C-IV, the case management system for CalWORKs, Food Stamps, Medi-Cal and the Employment Services programs to have more translated materials easily available within the system.

As demonstrated in the results of this review, San Bernardino County Human Services remains committed to providing excellence in the area of Civil Rights. Should you have any questions, feel free to contact me.

Sincerely,

A handwritten signature in cursive script, appearing to read "Denise Shefchik".

Denise Shefchik

Civil Rights Coordinator
(909) 891-3762